

How do I

make

referrals,

obtain

additional

MCM

Program

information,

or request

outreach

training?

Making Referrals, Obtaining Additional Information, and Outreach

- You may make a referral and/or obtain additional MCM Program information by calling the local field office in your area or by calling MCM Headquarters at the phone numbers listed on the back section of this brochure.

- Referrals are received from a variety of sources, including hospitals, home health agencies, Physicians, Medi-Cal providers and beneficiaries.

- Case Managers also actively conduct outreach activities in the community to educate and seek referrals.

- MCM outreach training may be facilitated by contacting the telephone numbers or e-mail shown in this brochure.

For

information

about

Medical

Case

Management,

please contact

your local

field office.

MCM Field Offices:

Fresno Field Office
3374 East Shields Avenue, C-4
Fresno, CA 93726
(559) 228-5818

Los Angeles Field Office
311 South Spring Street, Suite 901
Los Angeles, CA 90013
(213) 897-0745

Sacramento Field Office
2868 Prospect Park Drive, Suite 230
Rancho Cordova, CA 95670
(916) 464-1004

San Bernardino Field Office
464 West Fourth Street, Suite 530
San Bernardino, CA 92401
(909) 383-4102

San Diego Field Office
9555 Chesapeake Drive, Suite 203
San Diego, CA 92123
(858) 637-5505

San Francisco Field Office
575 Market Street, Suite 400
San Francisco, CA 94105-2823
(415) 904-6011

For any questions regarding the MCM Program, please call (800) 970-8450.

You may also call MCM Headquarters at (916) 552-9100 or send your inquiry via e-mail to: MCMHQ@dhs.ca.gov

Para cualquier pregunta con respecto al programa de MCM en español, por favor llame al (800) 970-8450.

También puede llamar a la oficina central al (916) 552-9100, ó enviar su pregunta por correo electrónico a: MCMHQ@dhs.ca.gov

California Department Of Health Services

Medi-Cal Operations Division

Medical Case Management Program



A Successful Partnership

Arnold Schwarzenegger
Governor
State of California

S. Kimberly Belshé
Secretary
Health and Human Services Agency

Sandra Shewry
Director
Department of Health Services

What is

Medical

Case

Management?

Medical Case Management

- The Medical Case Management (MCM) Program is an extension of the Department of Health Services' utilization review process, and facilitates and coordinates quality care for beneficiaries suffering from chronic and/or catastrophic illnesses requiring medically intensive services.
- Registered nurses, working as case managers, work directly with hospitals, home health agencies, physicians and other Medi-Cal providers to ensure the appropriate and expedited authorization of medically necessary services.
- MCM Program goals are to ensure safe medical facility discharges and continuity of medical care on a statewide basis.

When is a

Beneficiary

eligible for

Medical

Case

Management?

Identifying Beneficiaries

- Medi-Cal beneficiaries are eligible for MCM services if they have full scope Medi-Cal benefits.
- Are not participating in other case management programs, enrolled in a Medi-Cal managed care plan, Medicare or has no other health insurance
- Have history of repeated acute hospital admissions or emergency room visits requiring medically intensive services.
- Have multiple chronic conditions or a diagnosis that has or will result in serious complications.
- Diagnoses commonly case managed are, but not limited to: traumatic brain injury, diabetes mellitus, spinal cord injury, ulcer/wound care, etc.

What

Services

can a

Case

Manager

Provide?

Case Manager Services

- Coordinates and facilitates the expedited authorization of medically necessary services available through the Medi-Cal state plan. Examples of these services include, but are not limited to: home health services; durable medical equipment (DME); medical supplies; non-emergency medical transportation (NEMT); outpatient therapies; prosthetics and orthotics, etc.
- Assists in linking the beneficiaries with other state, county and local programs and/or resources.
- Provides assistance to Medi-Cal providers with issues related to the State's Medi-Cal Program.